

Ms. CHHAVI LAMBA

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Career objective - To work in a professionally driven environment where I can utilize and apply my strong analytical skills and business intelligence to the utmost and grow both on the organizational as well as personal level by achieving the goals lay down by company.

PROFESSIONAL SYNOPSIS

- Currently working as a Consultant Fraud Analyst for Directa24. [November 2020- Present]
- Pursuing ACFCS Certification
- Worked as a Fraud Specialist for JP Morgan & Chase (October 2018- October 2020).
- Prior to that worked as Risk Investigator (Market Place Abuse Team) – Amazon Web Development Centre (Oct 2016 – October 2018)
- Pursued B-Com (Honors) from Christ University.
- Proven performer with an excellent track record of an effective team player.
- An enterprising leader with strong analytical, problem solving & organizational abilities.
- Excellent interpersonal, communication and analytical skills with demonstrated abilities in Team Management, Customer Relationship Management.

ORGANISATIONAL DETAILS

DIRECTA24 [November 2020- Present]

As a Consultant Fraud Analyst, I handle the Risk and Fraud prevention for Directa24 India Market and handle the following responsibilities:

- Performing KYC due diligence for the merchants as well as the users for the India Market.
- Handling chargeback disputes for the company.
- Reviewing the transactions and activities of the users.
- Handling a team of 9 employees for their day-to-day activities and guiding them with regards to their performance.
- Identifying fraud patterns and assigning a risk score to each user.
- Managing monthly review for my team in terms of performance.
- Setting up policies and procedures to prevent fraud and mitigate risk for the India Market.

JP MORGAN & CHASE (October 2018- October 2020)

As a Fraud Specialist, I perform the following responsibilities:

- Monitor transactions and identify fraud patterns and the risk factor for such transactions.
- Review client's profile using various risk models and conclude if we can continue maintaining their business.
- KYC review for all new clients and accounts.
- Perform OFAC review on various transactions to see if they are in compliance with rules set up by regulatory authorities.
- Review transactions and activities on customer's account to avoid losses for the business.
- Identifying the risk score for each profile/ Account using current and historical data provided by the credit bureaus and the business.
- Good understanding of Bank Secrecy Act; NAS Patriot Act, NAS Non-Patriot Act and Regulation E.

AMAZON WEB DEVELOPMENT CENTRE

Designation: Fraud & Risk Investigator- Marketplace Abuse Team TRMS. (Oct 2016 – October 2018)

As a part of Marketplace Abuse Team, I performed the following responsibilities:

- Monitor real time queues and identify high risk transactions within the business portfolio.
- Observe customer transactions and identify fraud and risky patterns.
- Identify fraudulent/Risky patterns & activities and take the necessary enforcement.
- Resolve queued transactions within the service level agreements to reduce potential revenue losses.
- Resolve customer issues within the scope of existing service level agreements.
- Monitor constantly customer and transactional records to identify risky and fraudulent activities on the accounts.
- Maintain fraud analysis models to improve efficiency and effectiveness of company systems.
- Ensure confidentiality of all information collected during investigation.
- Determine existing fraud trends by analyzing accounts and transaction patterns.
- Identify system improvements to prevent fraudulent activities.
- Recommend alternative processes for changing transaction patterns and trends.
- Recommend new software tools used for fraud detection, prevention and reporting activities.

Furlenco - Kieraya Furnishings Pvt Ltd: [June 2015 to August 2016]

Designation: Customer Solution Executive

- 1) Successfully marketed the idea of Furniture as a service in Bangalore, Mumbai and Pune.
- 2) Acquired 500+ new clients in 1 Year.
- 3) Demonstrated sequential growth of business month on month.
- 4) Managed end to end sales operations for ensuring customer delight.
- 5) Assisted the brand marketing team to launch specific products for specific markets.
- 6) Closely worked with backend team to ensure timely responsiveness.

Hotel Atria – Finance Department: April-May 2014 (Summer Internship)

- 1) Study of daily flash sales report was conducted.
- 2) Study on calculation of excise duty on products produced by Atria.
- 3) Study of payroll of Atria Staff.
- 4) Research on intra-group financial transaction by Atria Hotel.

ACADEMIA

- ☐ B-Com (Honors) from Christ University
- ☐ Certificate Course in Governance, Media and Civil Society from Christ University.
- ☐ Certificate Course in Introduction to Writing Skills from Christ University.

EXTRA CURRICULAR ACHIEVEMENTS

- ☐ Organized zonal level youth cultural festival for DAV Schools.
- ☐ Part of “Last Minute Production” theatre group at Christ University.
- ☐ Acting workshop with “Centrestage”
- ☐ Organized “Bounce” launch event for furlenco, widely covered by print and digital media.

IT SKILL

Well versed with MS Office (Word, Excel, Outlook and PowerPoint), MS Exchange, Sharepoint, Tableau and Web Browsing.

PERSONAL DETAILS

Date of birth	:	20 th June, 1993
Gender	:	Female
Marital Status	:	Single
Father's Name	:	Mr. Shashi Kant Lamba
Languages Known	:	English, Hindi.

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place: **Bangalore**

Chhavi Lamba

